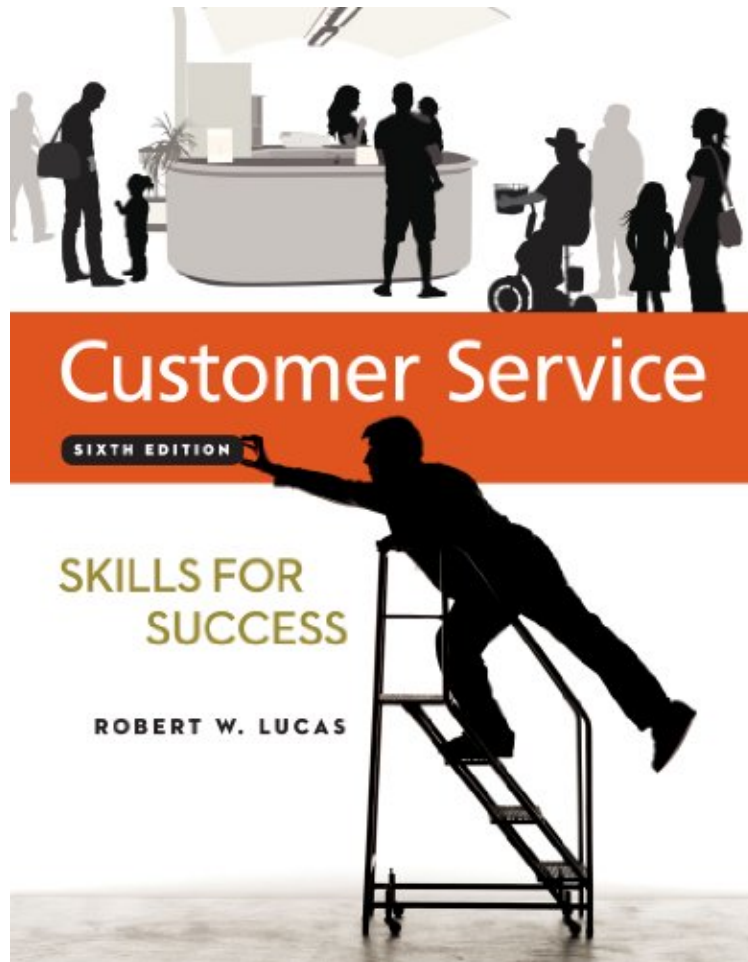


## Customer Service Skills for Success

Lucas

ePub | \*DOC | audiobook | ebooks | Download PDF



DOWNLOAD



READ ONLINE

#157414 in eBooks 2014-02-03 2014-02-07File Name: B00HZ3AYTW | File size: 17.Mb

**Lucas : Customer Service Skills for Success** before purchasing it in order to gage whether or not it would be worth my time, and all praised Customer Service Skills for Success:

0 of 0 people found the following review helpful. Five StarsBy e\_lizThis book was easy to read and required for one of my classes. had the best price.0 of 0 people found the following review helpful. Good textbook.By Jack LarixGood book. Rented for my daughter for college class.0 of 0 people found the following review helpful. Good condition. Best priceBy Lloyd HollingsworthCorrect textbook for my course. Arrived promptly. Good condition. Best price.

Recipient of the 2017 Textbook Academic Authors Association's Textbook Excellence Award, Customer Service Skills for Success by Robert W. Lucas is the top-selling customer service textbook in the United States.Customer Service Skills for Success 6e addresses real-world customer service issues and provides a variety of updated resources, activities, examples and tips from the author and active professionals in the industry to gain and hold readers' interest while providing insights into the concepts and skills related to customer service. The text begins with a macro view of

what customer service involves today and provides projections for the future then focuses on specific skills and related topics. The sixth edition of *Customer Service Skills for Success* contains 10 chapters divided into three parts, plus the Appendix, Glossary, and Bibliography. These parts focus on different aspects of customer service: (1) The Profession, (2) Skills for Success, and (3) Building and Maintaining Relationships. Along with valuable ideas, guidance, and perspectives, readers will also encounter interviews of real-world service providers, case study scenarios and activities to help you apply concepts learned to real-world situations in order to challenge your thinking on the issues presented.

About the Author McGraw-Hill authors represent the leading experts in their fields and are dedicated to improving the lives, careers, and interests of readers worldwide